

First United Church Policy Manual

Policy title: Conflict resolution

Policy statement: Conflicts among and between people of an organization are unhealthy and unproductive. Conflicts are disagreements between people, which have the potential to or have escalated to the point of causing damage to individuals or the organization. To promote healthy productive individuals and church it is essential for First United to have a process to actively try to resolve conflicts. This policy does not apply to normal disagreements that may arise from time to time over the implementation of by laws and policies in the operation of the church.

Policy objective: The purpose of this policy is to try to resolve conflicts within First United concerning church matters through an established protocol, based on Jesus' instructions in the book of Matthew, thus promoting harmonious relationships and reducing ill feelings and harm.

Policy directives:

- Step 1: speak directly to the person or persons with whom you are in conflict as soon as the situation presents itself in an effort to resolve the issue. The conflict is deemed resolved when the conflicting parties agree verbally that it is resolved.

If this does not resolve the conflict proceed to step 2.

- Step 2:
 - i) Conflict between Ministry Personnel and congregation member(s)
 - State the conflict or area of concern clearly in writing; include a signature. Submit to Ministry and Personnel Committee.
 - M&P Committee will review the situation and act as facilitator between the two parties.
 - ii) Conflict between members of the congregation
 - State conflict or area of concern clearly in writing; include a signature. Submit to the chair of the Church Council.
 - Chair will consult with the Council Executive to facilitate a meeting between the conflicting parties in hopes of reaching a resolution.

In both of the cases in Step 2, the conflict is deemed resolved when the conflicting parties agree in writing that it is resolved.

If this does not resolve the conflict proceed to step 3

- Step 3: If the first two steps have been unsuccessful the level of conflict requires outside facilitation. The Ministry & Personnel committee and the Council will attempt resolution by drawing on resources available through Presbytery or Conference for conflict resolution. They may also choose to draw on resources in the community to help facilitate a resolution.

If Step 3 does not result in resolution, then all avenues will have deemed to be exhausted and the process ceases.

Accountability: those individuals directly involved; Ministry and Personnel Committee; Chairperson of Council, Executive of Council; Presbytery or Conference.

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